



# Your EAP Benefits At-a-Glance

One of the benefits of being a State of California employee is that you and your eligible family members have complimentary access to an Employee Assistance Program (EAP). Your EAP, provided by MHN, is a service to help you manage your behavioral health and daily living challenges, such as stress, depression, anxiety, job and family-related issues, and more. Your EAP is easy to use and only a phone call away. All services are confidential.

## About Your Employee Assistance Program

Personal and work-related stress can hold us back or keep us preoccupied. EAP services can help identify problems, develop a plan and provide a referral to the appropriate resources, so we can focus better, improve our work, and be more likely to achieve our personal and professional goals.

## Clinical Counseling

Most of us have problems at some time in our lives. Generally, we can manage them on our own, but sometimes we need help. MHN's nationwide network of licensed counselors can provide support by helping to identify and resolve issues involving:

- Relationships and marital issues
- Family conflicts
- Stress, anxiety and emotional distress
- Depression
- Alcohol or drug abuse
- Life changes

*Each counseling session is between 50 to 60 minutes and is usually conducted in a counselor's private office.*

## What Happens When You Call EAP

The State of California and MHN have worked closely together to provide the best services for State of California employees. Here's an overview of what you will typically experience when you seek professional help:

- Call your EAP via the toll-free telephone number (866) EAP-4SOC.
- An MHN intake specialist will ask for some basic demographic information, and for general information about why you are seeking counseling, so they can provide appropriate referrals.
- You will be given the names and phone numbers of clinicians that meet your needs.
- Once you select the clinician you feel comfortable with, you can schedule an appointment with them.
- You will need to call MHN back to advise them which clinician you have chosen so they can authorize your sessions.
- You may call MHN back at any time for further assistance.

## About Your EAP's Provider Network

MHN takes pride in its provider network and in delivering the best possible care to each State of California member. When scheduling an appointment with a provider, rest assured: you will be in good hands. MHN maintains a nationwide network of 35,000 licensed treatment providers who are licensed psychologists, clinical social workers, clinical nurse specialists, master's level clinicians and other independently licensed counselors.

Prior to becoming part of MHN's provider network, candidates must complete a rigorous credentialing process. Applicants are selected based upon established criteria reflecting professional standards for education, training and licensure. Interviews are also held to verify specialties, license, level of training and experience, special interests, and references. Primary source verification of credentials is done upon the initial application and during the biannual re-credentialing process.

## Online Services

Online Member Services is a website that compliments your EAP. You can view your EAP benefits, search for a practitioner, learn about a variety of mental health topics and much more. To get started, go to: [www.eap4soc.mhn.com](http://www.eap4soc.mhn.com), click register and use "soc" in the company code field. If you have further questions, contact your EAP coordinator.

## Work & Life Services are available for:

- Legal concerns
- Financial issues
- Child & elder care assistance
- Federal tax assistance
- Pre-retirement planning
- Organizing life's affairs
- Concierge services

## Contact Us

To access your EAP benefits, call **(866) EAP-4SOC** or **(866) 327-4762**. Your EAP is there for you 24 hours a day, 7 days a week. You can learn more about your EAP services online at [www.eap4soc.mhn.com](http://www.eap4soc.mhn.com). For more information, please contact your departmental EAP coordinator.

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